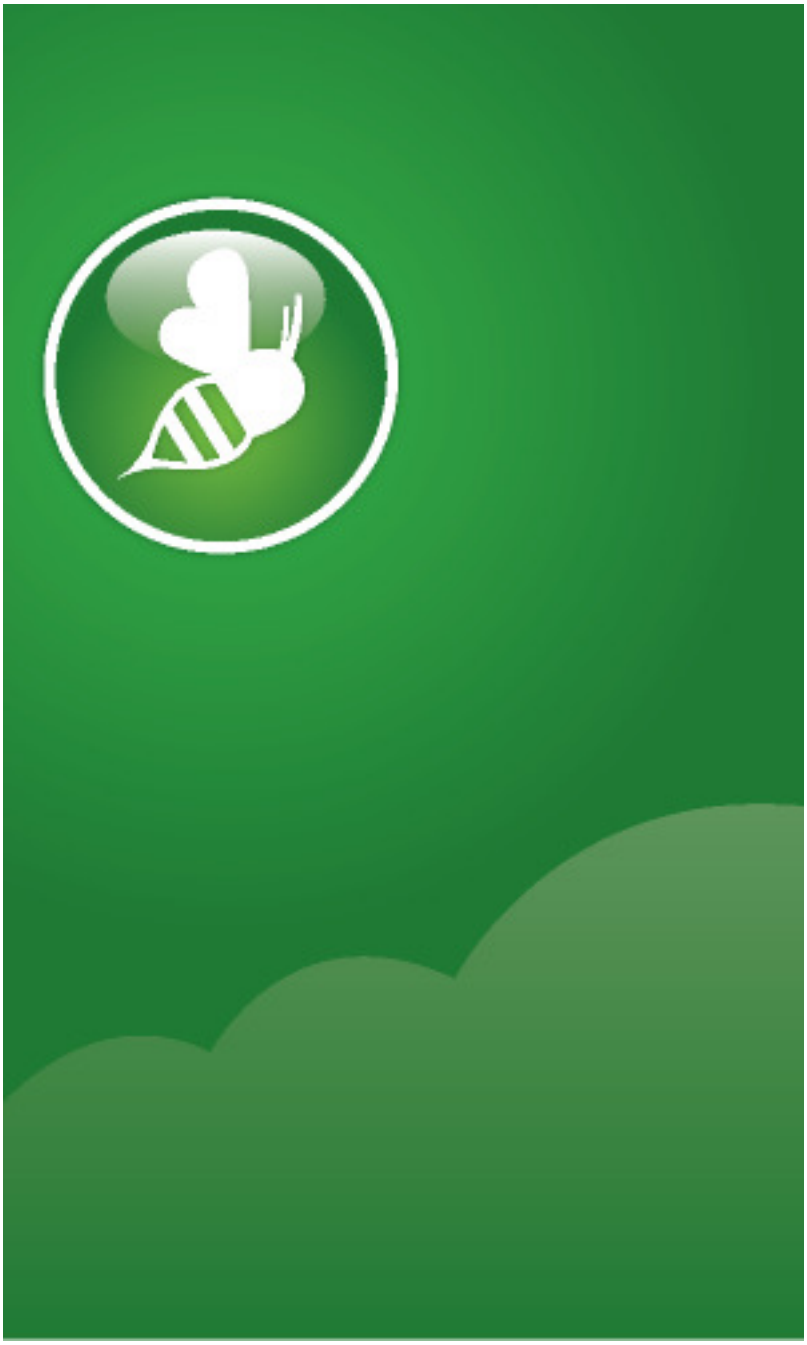
awanbee™ Lite



User Manual

November 2010

Your Data Available...

Anytime, Anywhere

DATAHIVE

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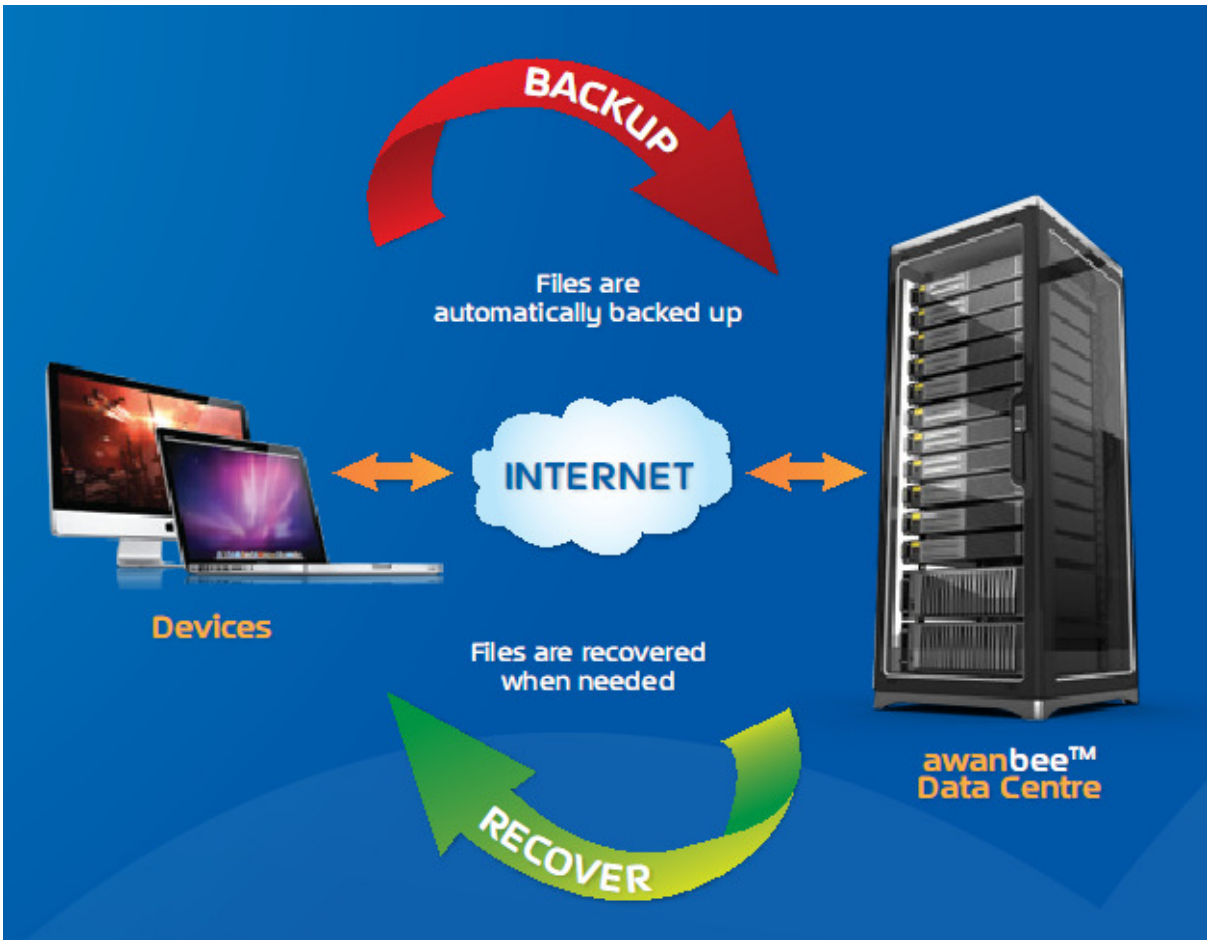
1. Introduction to awanbee™ Lite

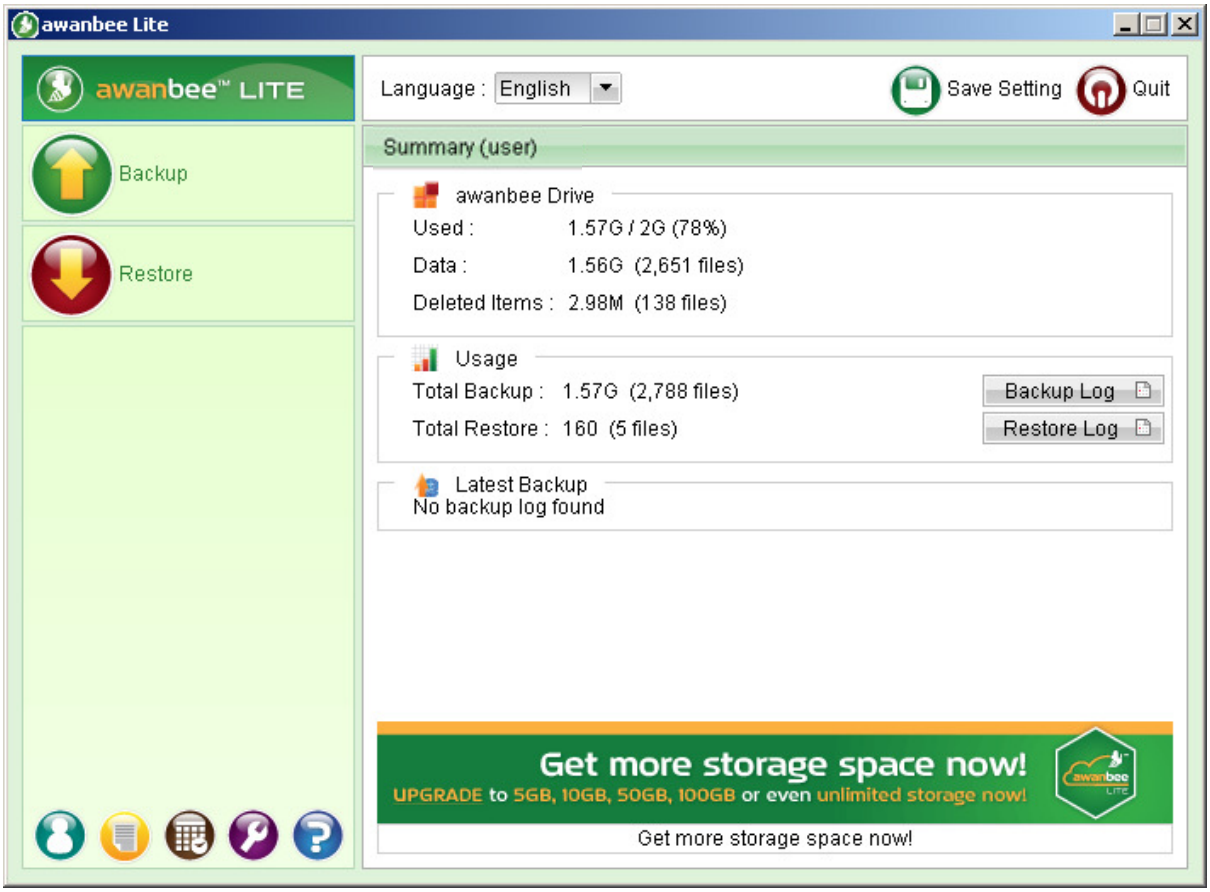
awanbee™ Lite offers an automated service that is able to seamlessly backup users' data. awanbee™ Lite is an online, automated back-up service utilizing Cloud Computing Infrastructure (CCI) for home users. It offers a feature-rich service suited to the growing needs of discerning IT-savvy consumers, and isbacked-up by innovative technologies to simplify and make backup affordable.

By having data backed up to a secured data centre, in which data is backed up and, when necessary, retrieved, users will benefit from high speed data protection. Users can also enjoy the security and comfort of having awanbee™ Lite running on their digital devices such as laptops and PCs. It will provide users with peace of mind just knowing that their valuable data is being continually backed up in a secure manner.



Every single feature of awanbee™ Lite was built based on these three pillars – Security, Availability and Performance. This provides awanbee™ Lite users the confidence and comfort tobackup all their critical data on the cloud and then access the data anytime, anywhere.

awanbee™ Lite has a neat and simple interface, which is specifically designed to ensure general users can back up files on their computers with ease.



1.1 Benefits of awanbee™ Lite

1.2 Major features of awanbee™ Lite

1.2.1 Supports the two major Operating Systems –Windows&Mac

awanbee™ Lite supports the two major and latest operating systems that are available in today's market. Thus, awanbee™ Lite can be deployed in a heterogeneous environment, which provides the flexibility to protect data beyond restrictions of operation platforms and application dependency limitations. This will ensure all data in the operating platform and its related applications are protected and ready for recovery at any point of time, from any platform.

1.2.2 Secure Data Transport Featuring 256–Bit Encryption

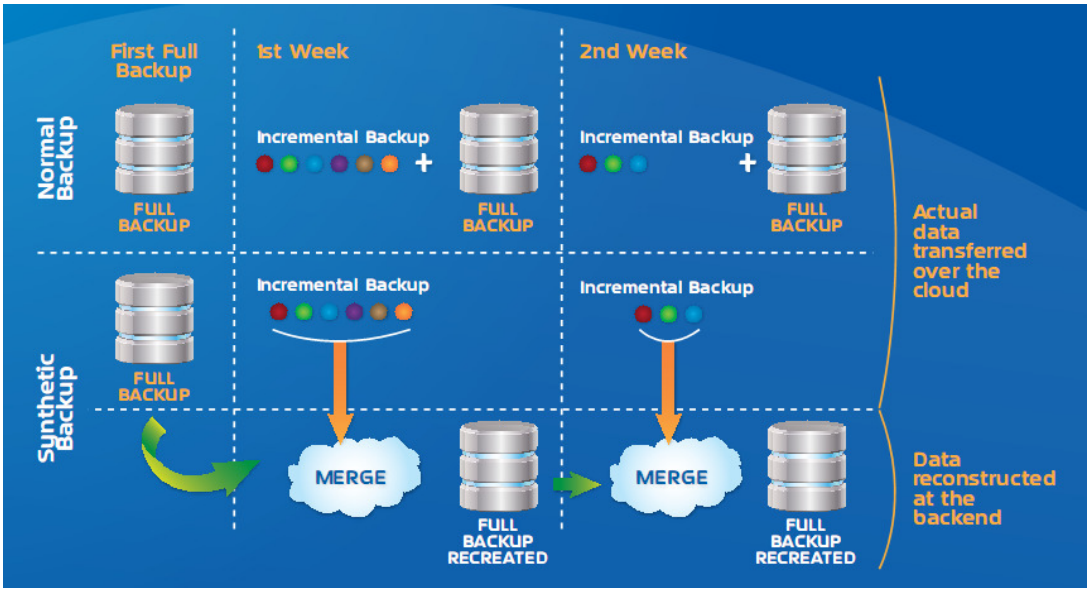
Data that will be transmitted from the user's computer to the backup location will be encrypted in order to maintain data privacy and confidentiality. This encryption is highly secure, fast, and uses up very little computing resource.

1.2.3 Web Based Recovery - awanbee™ Drive

awanbee™ Lite users can restore their backup save sets by using any Web browser as long as there is Internet connectivity. During extreme conditions such as a machine failure, theft of the device or while travelling, users can make use of the web based recovery feature to retrieve backed up files. With awanbee™ Lite, data is available ANYTIME, ANYWHERE.

1.2.4 Synthetic Backup Support – Incremental Forever

During the first backup instance by the awanbee™ Lite client, every single bit of data is copied over the cloud to the awanbee™ Data Protection server. Every subsequent backup instance process will only involve the incremental changes of the data. This means, only the changes in the data will be tracked and backed up— the whole dataset will not be copied over again. At the backend, an up to-date full backup is consolidated based on the first full backup and the subsequent incremental backups. This consolidation does not affect the client side, and as such it will not impact the performance of the client. It also reduces the amount of traffic that flows through the network. More importantly, as only the incremental data is tracked and backed up, the backup window is kept to the minimum and full restoration, if required, can be done very quickly.



1.2.5 Agile Restartable Backup & Restore

The process of backing-up or restoring can be stopped and restarted easily and seamlessly via the awanbee™ Lite client. The process may need to be halted due to a number of factors, i.e. problem with the network connection or the user's option to control the CPU usage of the process. When the process is restarted, either manually or automatically based on a pre-determined schedule, it will continue from the exact point where the process was stopped earlier, rather than starting from scratch. This not only saves time, but also reduces the CPU requirements on the client side and reduces the amount of bandwidth used on the network.

1.2.6 Continuous Real Time Protection for Files

Continuous Real Time capturing of changes that are made to thedata will help users retrieve their data at any point of time. Continuous data protection will automatically save copies of everychange that is made to that data, essentially capturing every version of the data that the user saves. Thus, it provides an automatic means of continuous data protection - effortlessly and transparently, without any need for human intervention.

1.2.7 Open File Backup Support

Most operating systems will disallow the copying of an already open file. For example, MS Outlook's PST file cannot be backed up while it is being accessed by the user. The only time that such files can be backed up is when they are not in use. This is dangerous and risky, as the window of opportunity to backup such a file when it is not in use, is quite limited. In order to ensure such 'open' files are continuously backed up, the awanbee™ Lite client will utilize the Microsoft VSS Framework, making sure that all open files are backed up regardless of the status of the file.

awanbee™ Lite 's summary of features is broken down into three categories: Security, Availability and Performance:

2. Installing awanbee™ Lite

2.1 System requirements

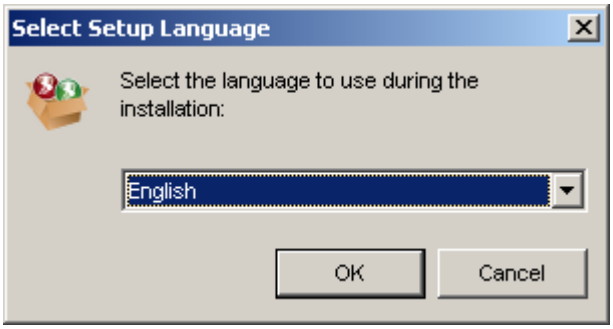
Supported OS	OS Version	Bit Mode	Hardware Requirements
Windows	2000	32	**Memory** Minimum 1GB **Hardisk space** A minimum of 200MB required for application installation **Network Protocol** TCPI/IP V4
	2003 2003 R2	32 & 64	
	2003 Storage Server	32 & 64	
	XP Prof	32 & 64	
	20083	32 & 64	
	2008 R23	32 & 64	
	2008 Storage Server	32 & 64	
	Vista	32 & 64	
	7	32 & 64	
	Hyper-V Server 2008	32 & 64	
Mac OS X	10.4.x	PowerPC 32/64 x32/64	
	10.5.x	PowerPC 32/64 x32/64	
	10.6.x	x32/64	

2.2 Installing on Windows

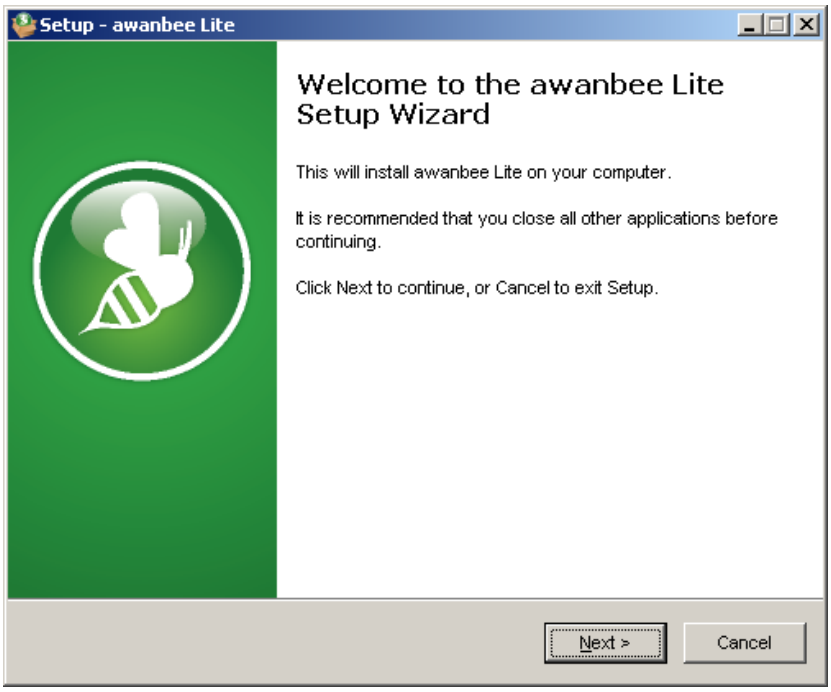
Double click on the downloaded installer file, which should look like the following icon:

awanbee-lite-win_bumblebee101114.exe

You will then be provided with an option to select the language to be used during the installation process:

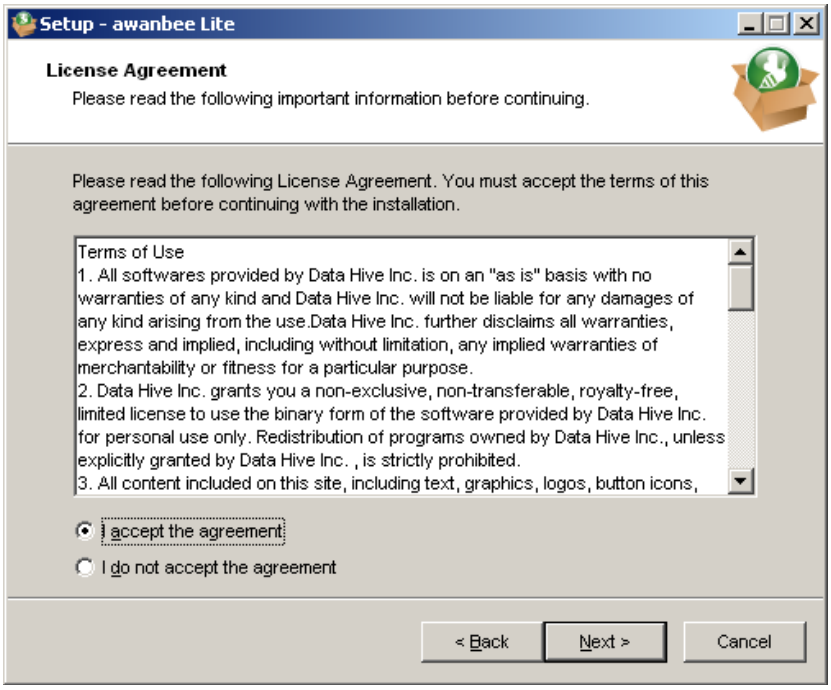


Once a language has been selected and the 'OK' button is pressed, you will be shown the Welcome screen:

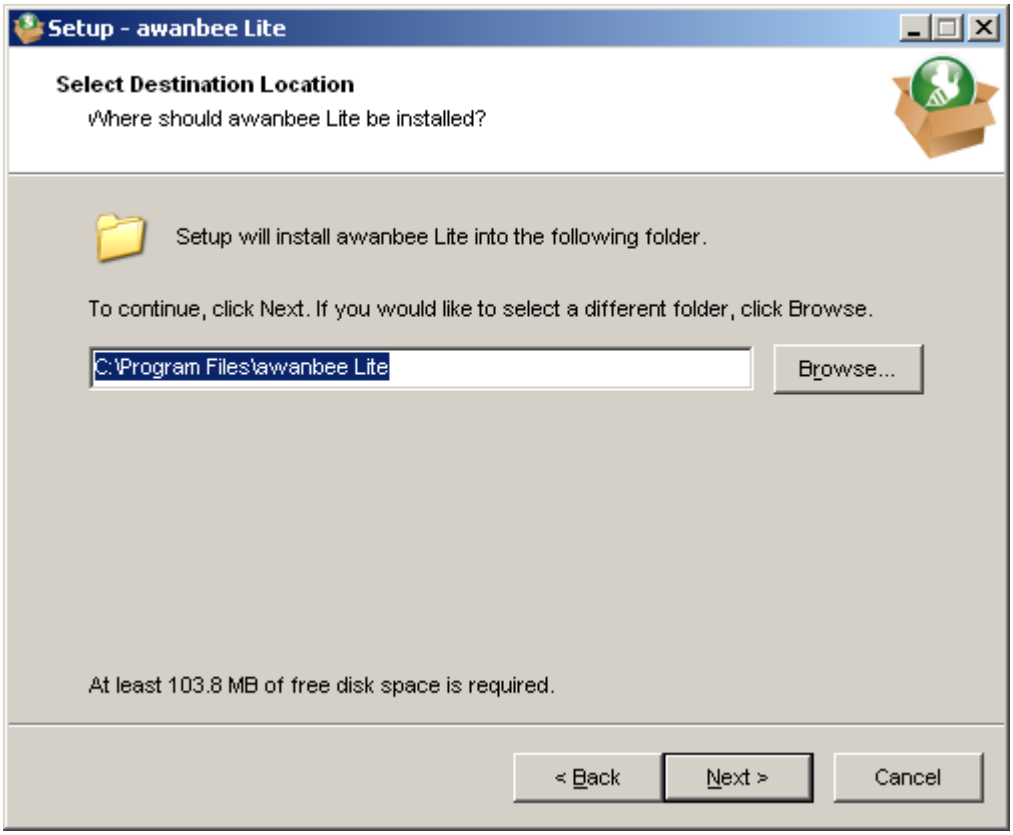

Setup - awanbee Lite
Welcome to the awanbee Lite Setup Wizard
This will install awanbee Lite on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

As suggested, please close all other applications before proceeding with the installation. This will help avoid possible errors that may arise if another application is running during the installation process. Click on the 'Next' button to continue.

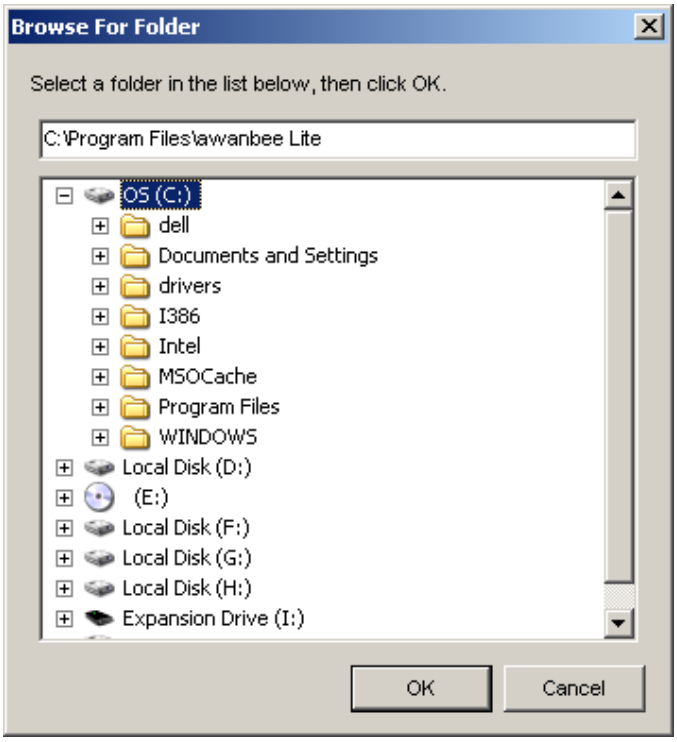
The subsequent screen displays the License Agreement. Please read through this section very carefully and only click on the 'I accept the agreement' option when you have fully understood the contents and its implications. The 'Next' button will only be enabled when you select the 'I accept the agreement'. Click on the 'Next' button to continue with the installation.


Setup - awanbee Lite
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
Terms of Use
1. All softwares provided by Data Hive Inc. is on an "as is" basis with no warranties of any kind and Data Hive Inc. will not be liable for any damages of any kind arising from the use.Data Hive Inc. further disclaims all warranties, express and implied, including without limitation, any implied warranties of merchantability or fitness for a particular purpose.
2. Data Hive Inc. grants you a non-exclusive, non-transferable, royalty-free, limited license to use the binary form of the software provided by Data Hive Inc. for personal use only. Redistribution of programs owned by Data Hive Inc., unless explicitly granted by Data Hive Inc. , is strictly prohibited.
3. All content included on this site, including text, graphics, logos, button icons,
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

The next step will ask you to identify the location where awanbee™ Lite should be installed on your computer. The default location provided is “C:\Program Files\awanbee Lite”:

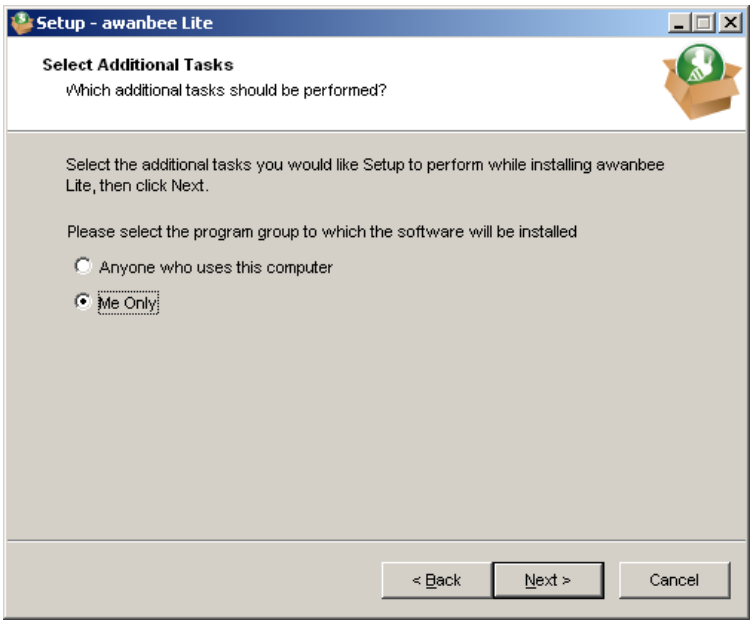

Setup - awanbee Lite
Select Destination Location
Where should awanbee Lite be installed?
Setup will install awanbee Lite into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files\awanbee Lite
Browse...
At least 103.8 MB of free disk space is required.
< Back
Next >
Cancel

If you would like to change it, click on the ‘Browse’ button and select the folder of your choice:



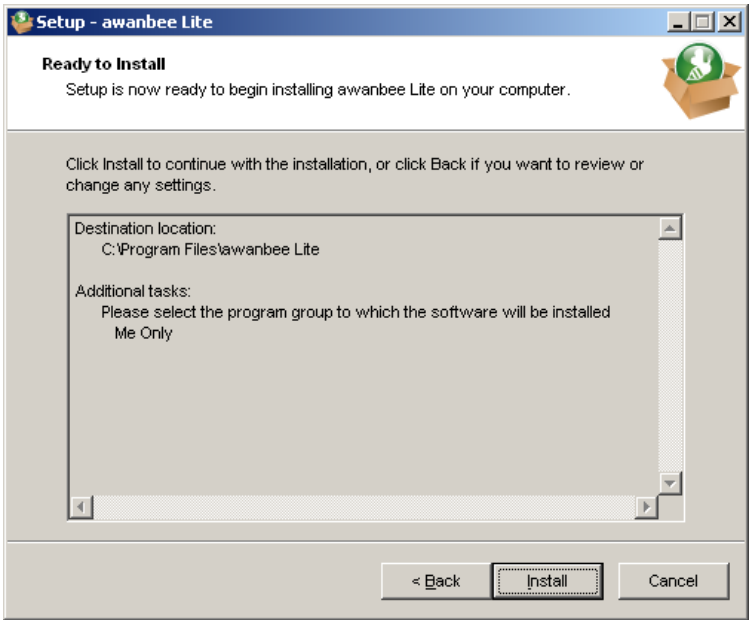
Once the destination folder has been selected, click on the 'OK' button and you will be returned to the previous window. Click on the 'Next' button in the 'Select Destination Location' window to continue.

In the 'Select Additional Tasks' window, you will be asked on the preference for user access to awanbee™ Lite software – would you like to be the sole user of the software or do you want to provide access to all the other users of this computer?

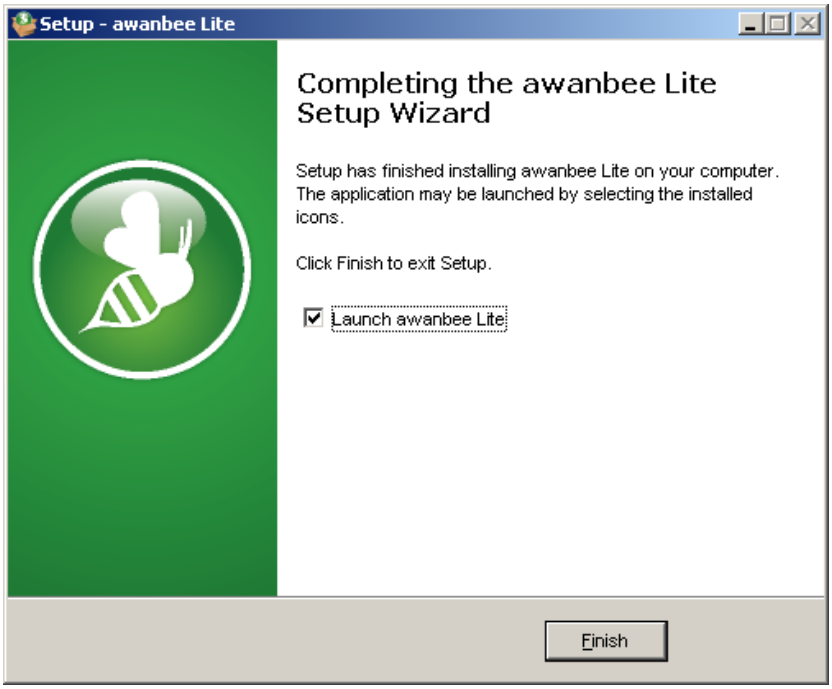

Setup - awanbee Lite
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing awanbee Lite, then click Next.
Please select the program group to which the software will be installed
Anyone who uses this computer
Me Only
< Back
Next >
Cancel

Once you have made your choice, click on the 'Next' button. This will bring you to the 'Ready to Install' window which summarizes all your previous selections. If you would like to make any changes, just click in the 'Back' button as many times as required until you reach the window where

you would like to make a change. If you are ok with the selections made, click on the 'Install' button to start the installation process.


Setup - awanbee Lite
Ready to Install
Setup is now ready to begin installing awanbee Lite on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\awanbee Lite
Additional tasks:
Please select the program group to which the software will be installed
Me Only
< Back
Install
Cancel

The installation will take a few moments. Once it is completed, you will be given a prompt to indicate the successful completion:


Setup - awanbee Lite
Completing the awanbee Lite Setup Wizard
Setup has finished installing awanbee Lite on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Launch awanbee Lite
Finish

You are also given an option to launch awanbee™ Lite immediately. Click on the 'Finish' button and you are done!

3. Using awanbee™ Lite on Windows

You can launch awanbee™, Lite via three methods:

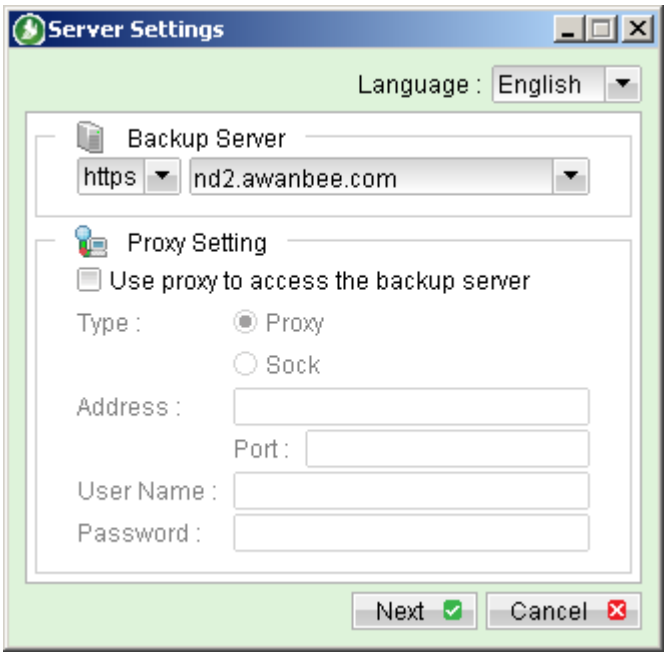
1. Double clicking on the awanbee™, Lite icon on the desktop:

2. "Start -> Programs ->awanbee Lite " menu on Windows

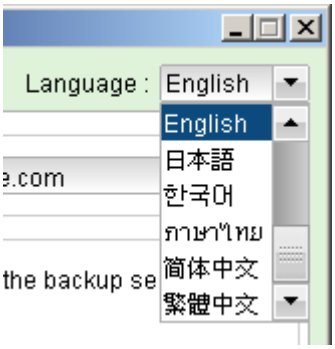
3. Double clicking on the awanbee™, Lite icon in the System tray launcher:

3.1 First time use

Just after installation, you will be given the option to configure a number of settings:



First off, you can select the language for the interface at the top right hand corner of the window. The languages currently supported are: English, Chinese (both Traditional & Simplified), Thai, Japanese and Korean.

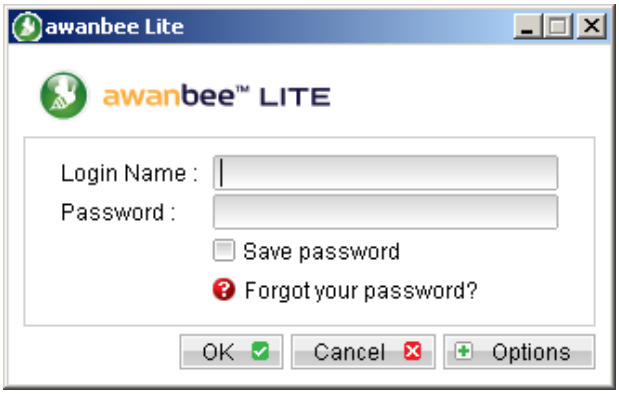


Once a choice has been made, all the words in the interface will automatically change to the selected language.

The address of the awanbee™ Data Protection Server, where your data will be backed up, is stated in the 'Backup Server' section. The server's address and protocols are already pre-defined. As such, there is no need to change them, unless there is a need to troubleshoot any problems. You will be given detailed instructions when such a need arises.

If you happen to be using a proxy server as part of your Internet connection, you can enter the details of the proxy setting in the following section:

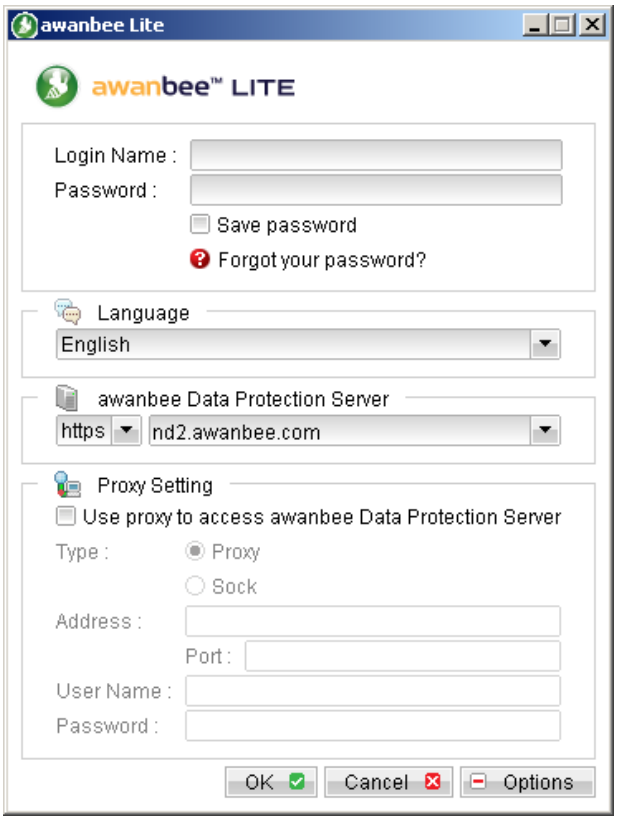
If you are unsure if you are behind a proxy server, please refer to your Internet Service Provider or your Network Administrator.Once you are done with this section, click on the 'Next' button to login:



Enter the login name and password that you had created during the registration process. Please note that both the login name and password are case sensitive. In case you have forgotten your password, enter your login name and click on the 'Forgot your password' link. A new password will be sent to your e-mail, the same address you had entered in the registration.

If you would like the client to remember your login name and password, check the 'Save password' box. The next time you start up the client, you will automatically be logged in.

If, at this stage, you would like to make changes to the server settings, click on the 'Options' button and you will be provided with an expanded window detailing out all the settings mentioned above:



Once you have entered the login name, password and any changes to the server settings, click on the 'OK' button to login.

After your first login, you will be asked to select the folders and files that you want to backup. See section 3.2.6 for full details. Once the files and folders have been selected, you will then be asked to identify the backup schedule. See section 3.2.7 for details.

Once the files/folders to be backed up have been identified and the schedule to run the backup has been set, you're done! awanbee™ Lite will backup those files and folders identified earlier, according to your chosen schedule, without your intervention from now on.

3.2 awanbee™ Lite user interface

Once you have successfully logged in, you will see awanbee™ Lite's main window (next page).

awanbee™ Lite : Main Window

Language selection for the user interface. Six options: English, Chinese (both Traditional & Simplified), Thai, Japanese and Korean

Save all the settings, configuration details, etc on to the awanbee™ Data Protection Server

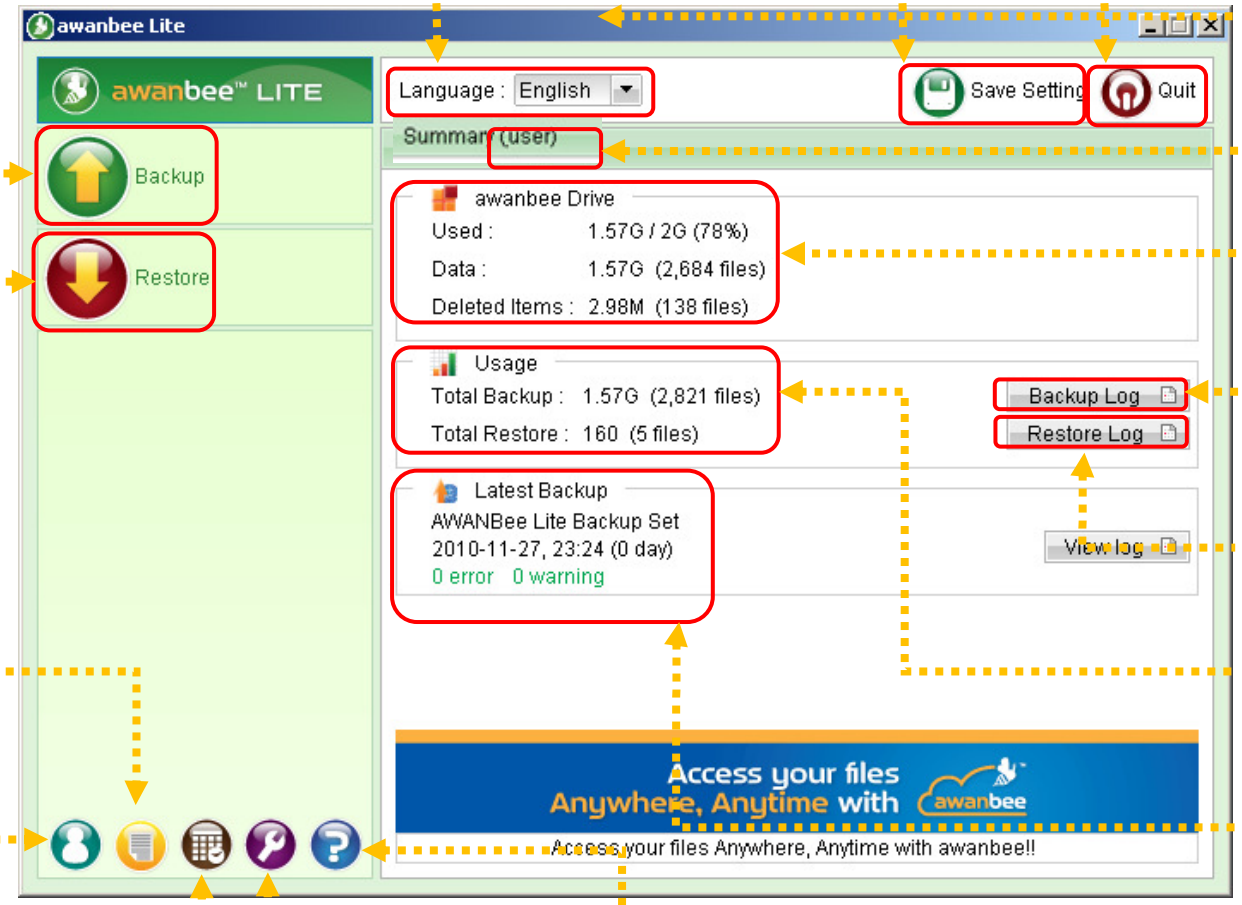
Quit awanbee™ Lite . You will be given the option to save all your settings to the awanbee™ Data Protection Server

To start the Backup process. The files and folders to be backed should already have been identified

To Restore backed up files. At least a single backup session should have been completed for the Restore function to

Identify file and folders that need to be backed up

Update your information, i.e. password, email address, time zone



Your login name

A summary of the backup contained on your awanbee™ Drive

View all activities that had taken place during the Backup process

View all activities that had taken place during the Restore process

Statistics of the backup and restore processes that have taken place

Information on the most recent backup set

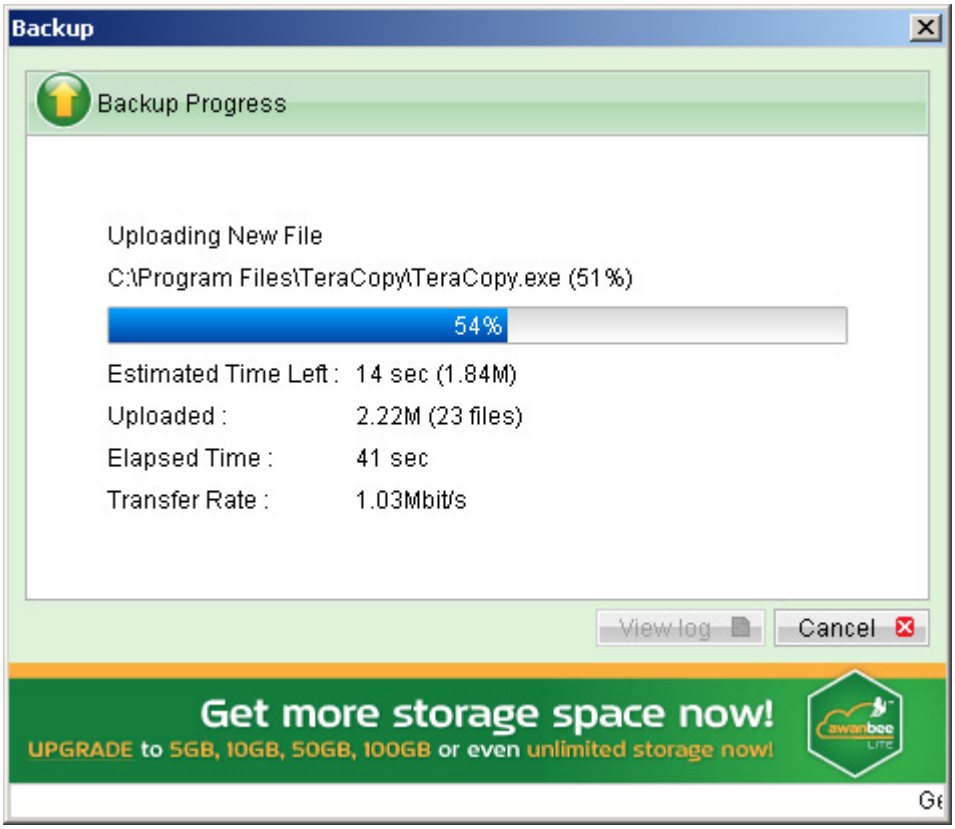
Set the schedule for the backup process

Set/modify awanbee™ Lite settings

Set/modify awanbee™ Lite settings

3.2.1 Backup button

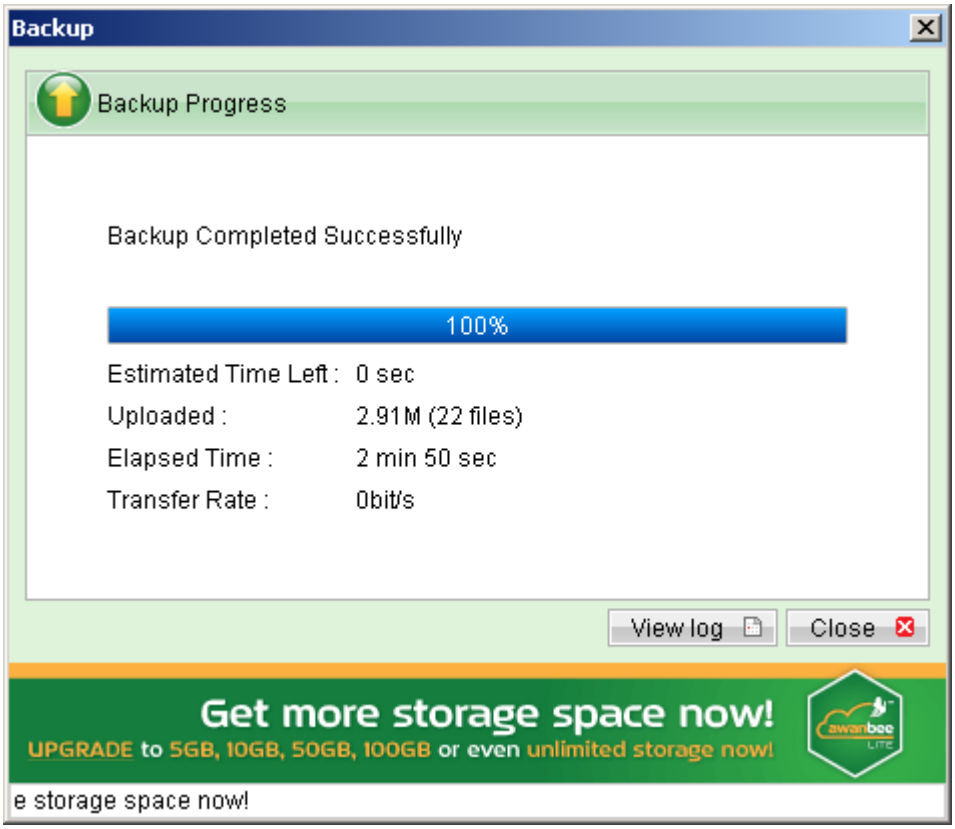
The 'Backup' button, , allows you to start the backup process. The files and folders that are to be backed up have to be pre-determined. If you want to identify or change the files and folders that are to be backed up, click on the 'Backup Source' icon, , which is found on the lower left corner of the awanbee™ client window. Clicking on the 'Backup' button will open up the Backup window which will show you the progress of the backup process:



If at any point of time you would like to cancel the backup process, please press the 'Cancel' button. The backup duration will depend on a number of factors: the size of the files and folders that are to be backed up, how many backups of the same files and folders have taken place previously and the speed of the Internet connection.

Once the backup is completed, you'll be notified and given the option to view the log file. By clicking on the 'View log' button, which will provide a detailed look at all the activities that had taken place during the backup process. The same log file can be viewed from the main awanbee™ Lite window.

Click the 'Close' button to return to the main awanbee™ Lite window.


Backup
Backup Progress
Backup Completed Successfully
100%
Estimated Time Left : 0 sec
Uploaded : 2.91M (22 files)
Elapsed Time : 2 min 50 sec
Transfer Rate : 0bit/s
View log
Close
Get more storage space now!
UPGRADE to 5GB, 10GB, 50GB, 100GB or even unlimited storage now!
e storage space now!

Please note that if you had identified a scheduled backup earlier, clicking on the 'Backup' button will update the existing backup set. Your scheduled backup will still continue to run thus ensuring that your data is continuously protected.

3.2.2 Restore button

The 'Restore' button, , allows you to restore files and folders backed up on the awanbee™ Data Protection Server. In order for the restore process to work, there must be at least a single backup carried out successfully and completed previously.

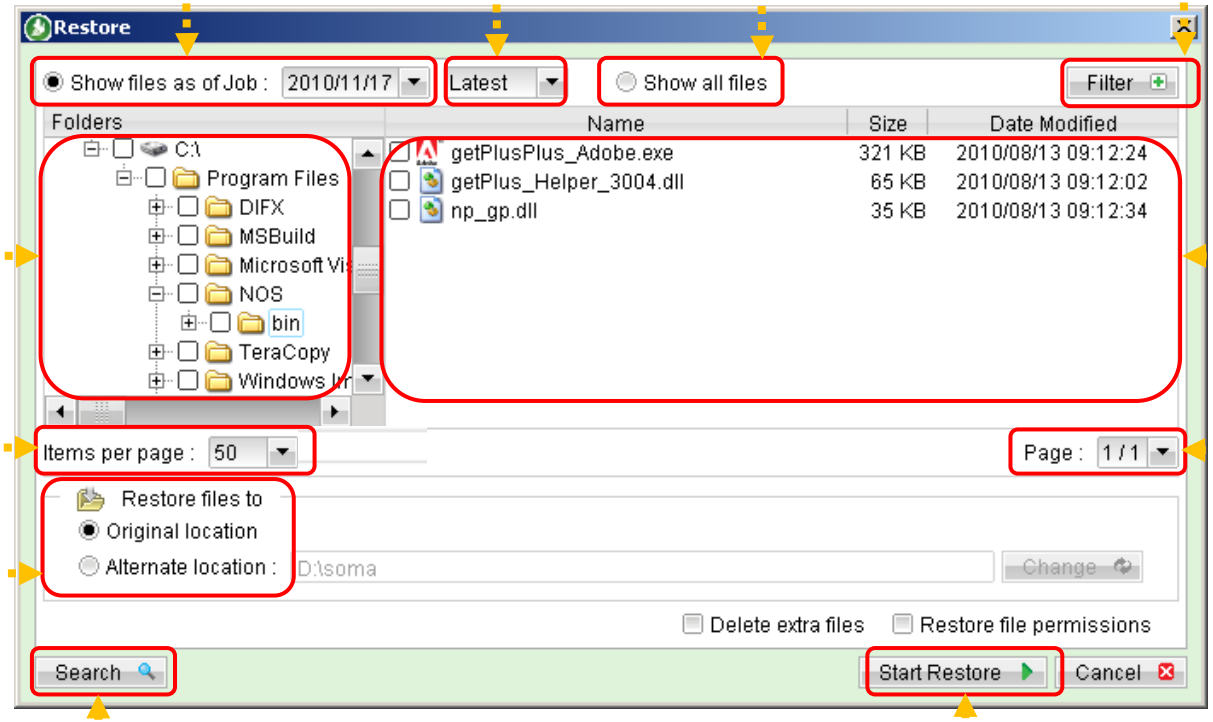
awanbee™ Lite : Restore Window

File and folders backed up as far back as 14 days ago can be restored

If Continuous Data Protection is enabled, you will be able to restore all versions of the files/folders that have changed in the past 24 hours

Show every single file and folder that has been backed up the past 14 days. This includes files and folders that have been deleted.

Apply filters to pick and choose specific file and folder to be restored



Folder selection window – click on the check box to select a folder (and all its child folders) for restoration

File selection window – click on the check box next to a file to select it for restoration

Set the limit on the number of files and folders displayed per 'page'

If the list of files displayed in the File Selection Window is too long, you can view it via multiple 'pages'

Identify location where the files and folders should be restored to. They can either be restored back to their original location or you can state an alternate location

Search for specific files and folders

Start the restore process

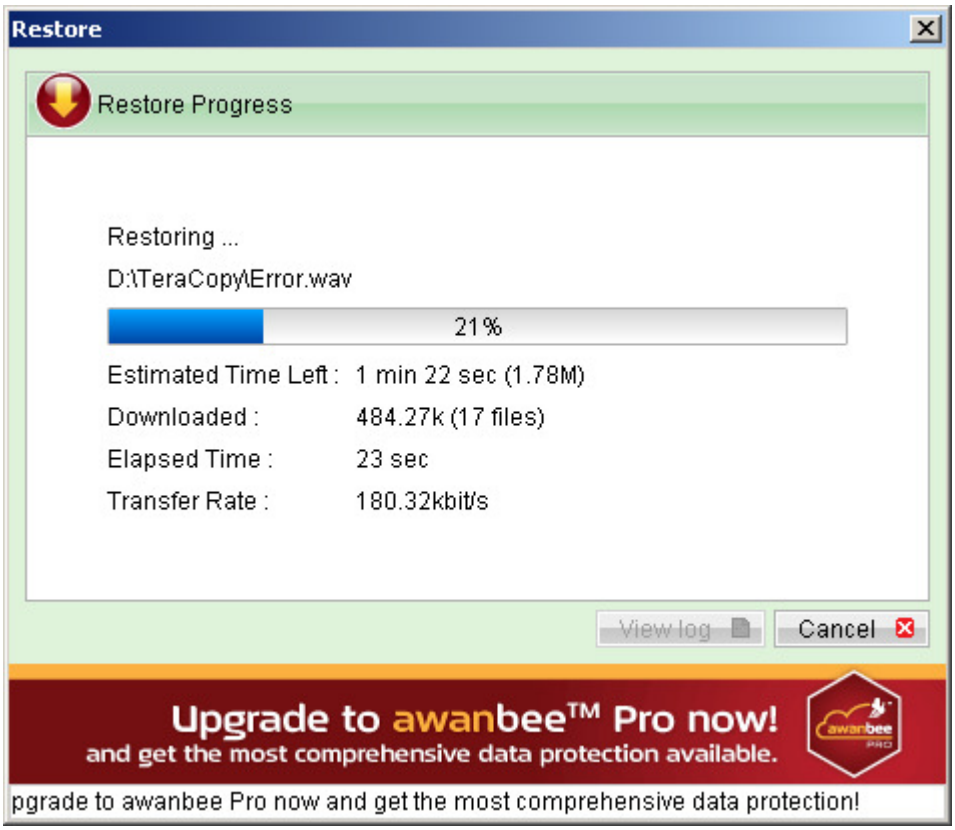
Start off by selecting the files and folders backed up by date. You have two options:

- You can select the files and folders backed up as far back as 14 days ('Show files as Job' option). If you have Continuous Data Protection enabled, you can then fine tune the selection to a specific time within the selected day (drop-down menu next to 'Show files as Job') OR
- You can view all the files and folders that have been backed up for the past 14 days, including those files/folders that have been deleted, moved, etc from your computer ('Show all files' option).

For further refinement, you can use filters to choose specific files/folders by using the 'Filter' button (located at the top right) or if you're unsure of the location of the file/folder that you will like to restore, you can use the 'Search' button on the lower left.

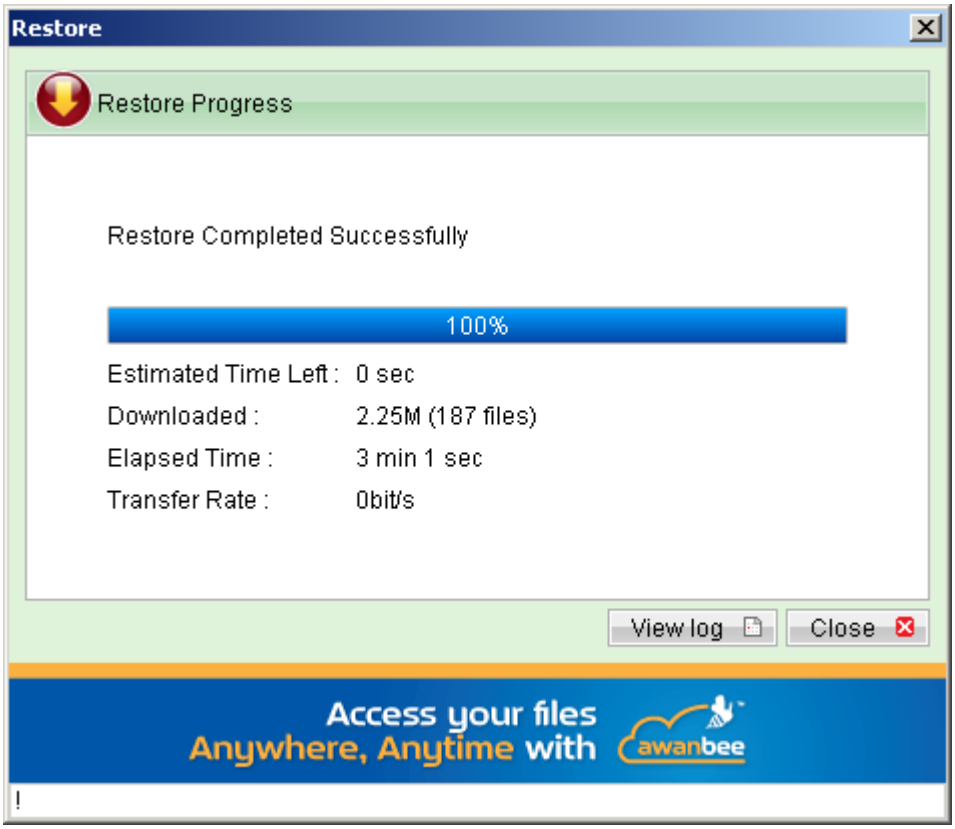
You can also identify the location where the files/folders are to be restored – it can be either at the original location from where it was backed up from or to a totally new location.

Once the required files that are to be restored have been identified, clicking on the 'Start Restore' button will initiate the restoration process:


Restore
Restore Progress
Restoring ...
D:\TeraCopy\Error.wav
21%
Estimated Time Left : 1 min 22 sec (1.78M)
Downloaded : 484.27k (17 files)
Elapsed Time : 23 sec
Transfer Rate : 180.32kbit/s
View log
Cancel
Upgrade to awanbee™ Pro now!
and get the most comprehensive data protection available.
pgrade to awanbee Pro now and get the most comprehensive data protection!

The Restore Progress window will provide you with information such as the names of the files and folders being restored, a restoration progress bar, estimated time remaining, time taken so far, as well as the transfer rate.

Once the files/folders have been restored, you can view the log file for details of the restoration process. Click on the 'Close' button to close this window.



This will take you back to the Restore window. Click on the 'Cancel' button to exit and get back to the main awanbee™ Lite window.

3.2.3 Save Setting button

The 'Save Setting' button, , will save all the your settings and profile information on the awanbee™ Data Protection Server. The next time you login to awanbee™ Lite, all these details will be retrieved from the awanbee™ Data Protection Server. The reason they are stored on the awanbee™ Data Protection Server is to ensure that your settings and profile information can be retrieved unharmed, in the case your computer crashes or loses all its data,. Using this information, the restore process can be carried out successfully.

3.2.4 Quit button

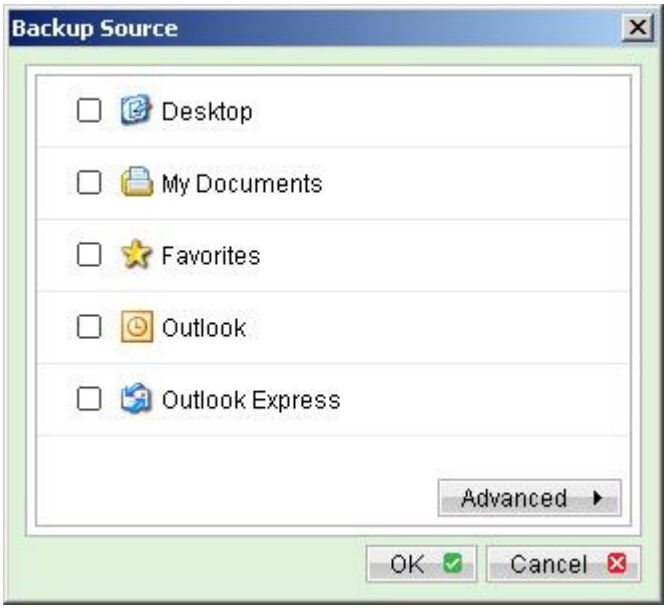
The 'Quit' button, , will close the main awanbee™ Lite window. But please note that the awanbee™ Lite application is always running in the background in order to give you continuous protection – this can be confirmed by the awanbee™ Lite icon on your System Tray:

3.2.5 User Profile button

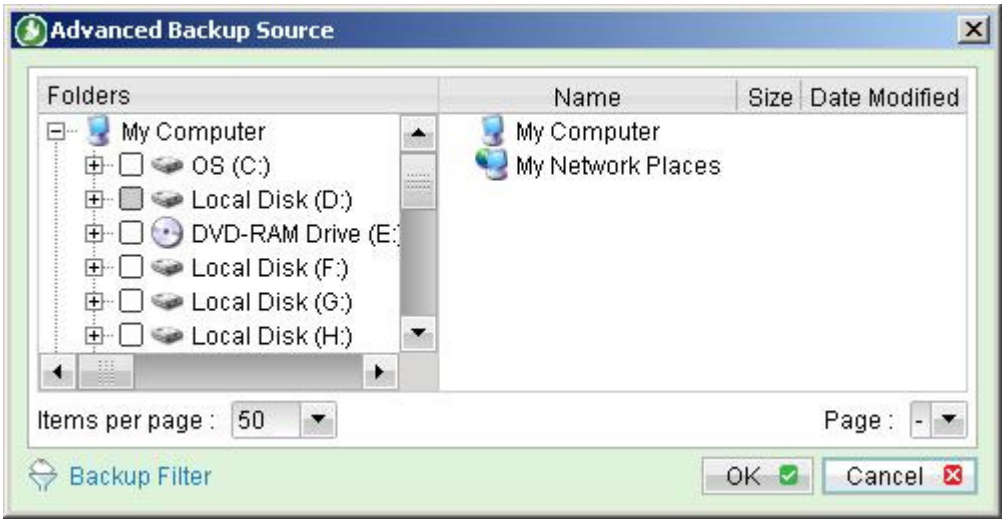
The 'User Profile' button, , allows you to set/change details such as password, name, email address and time zone.

3.2.6 Backup Source button

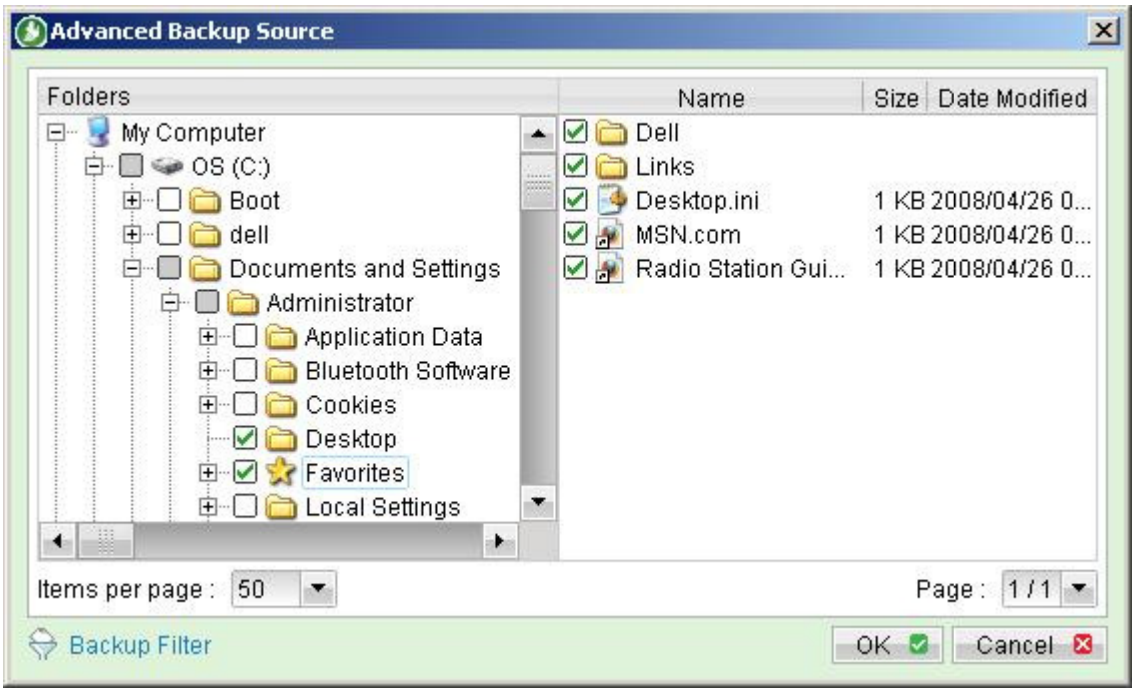
The Backup Source button, , allows you identify the files and folders that are to be backed up by awanbee™ Lite .



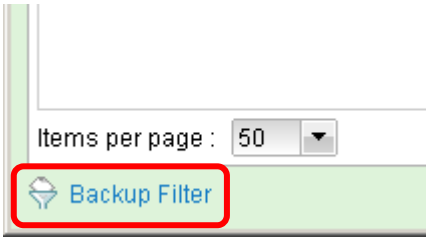
This selection window lists out the most common locations where users keep their personal data, i.e. the Desktop, My Document folder, Microsoft Outlook email client. However, if you would like to backup files found elsewhere on your computer or you only to want backup certain files/folder, click on the 'Advanced' button on the lower right.
You will get a new window which will allow you to select specific folders and files located on your computer:



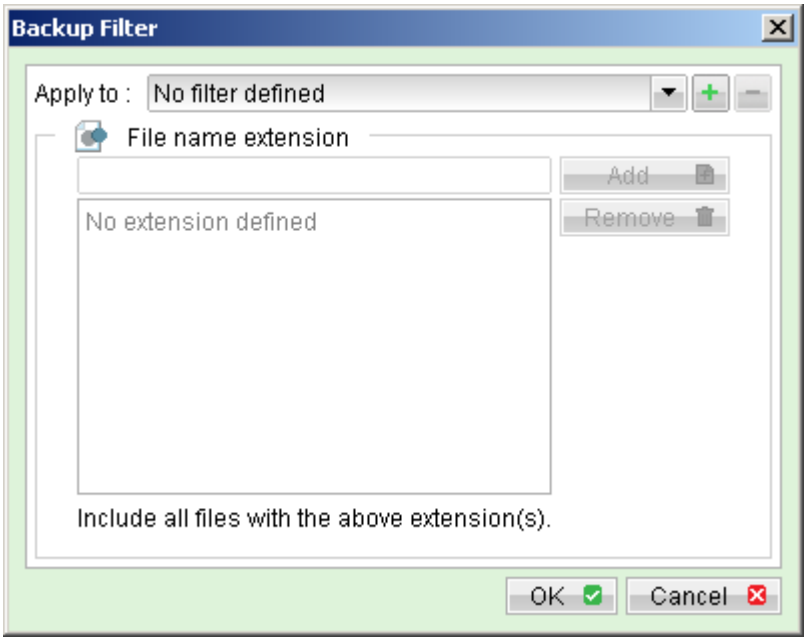
If you would like to backup a whole hard disk, just click on the check box next to the drive's name. If you would like to backup a specific folder, expand the tree by clicking on the '+' symbol and then click on the related check box next to the folder's name. The same method is applied when you would like to select specific files to backup - just click on the check box next to the file:



In order to fine tune your file selection, you can use the 'Backup Filter' option, found on the lower left of the 'Advanced Backup Source' window:

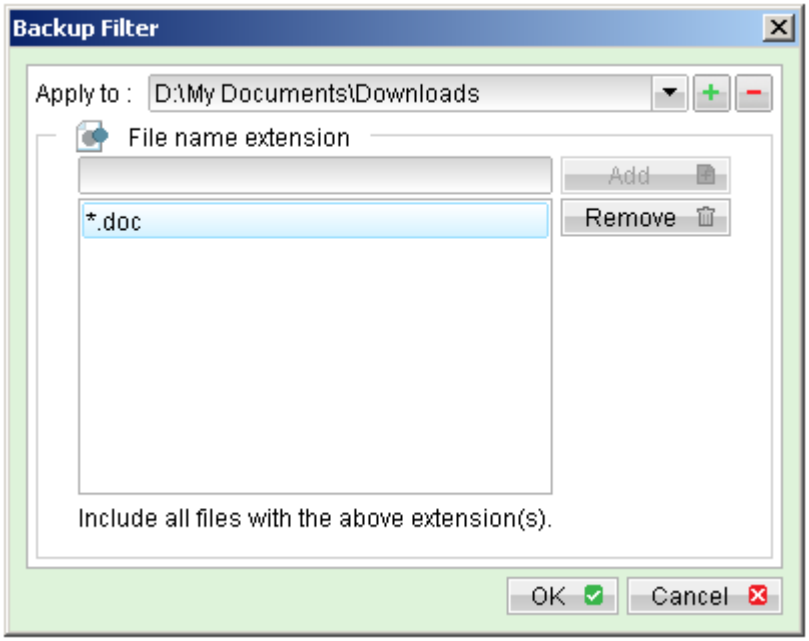


The filter option will allow you to include or exclude specific file types from your backup. Please note that the files selected via the filter will be backed up in addition to the files and folders identified in the 'Advanced Backup Source' window.

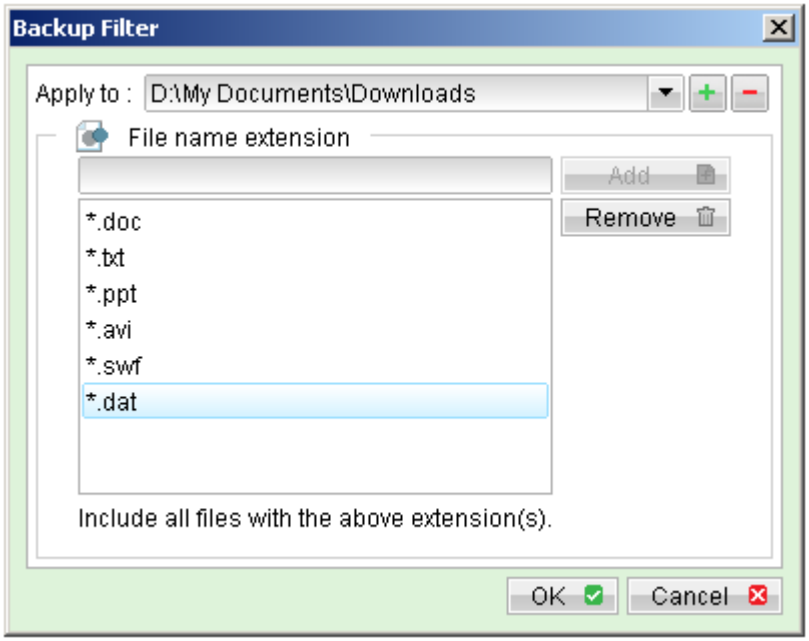


To begin, click on the button to identify the folder on which the filter will be applied to. The filter will impact all files and sub-folders found inside this main folder. In future, if you want to remove the folder selection, click on the button.

Once a folder has been identified, you can then proceed to define the file types that should be backed up by setting the file extensions in the 'File name extension' box. For example, if you only want to backup MS Word documents, you will set the filter as "*.doc" and then press the 'Add' button:



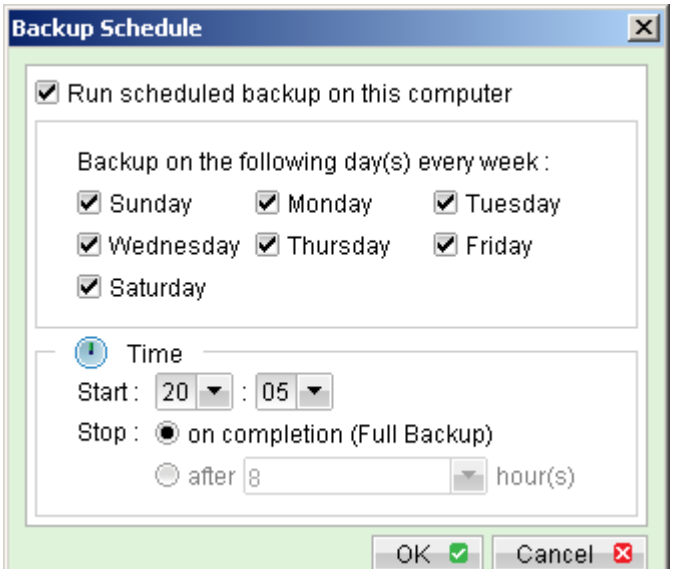
You can proceed to add as many file extension filters as you want:



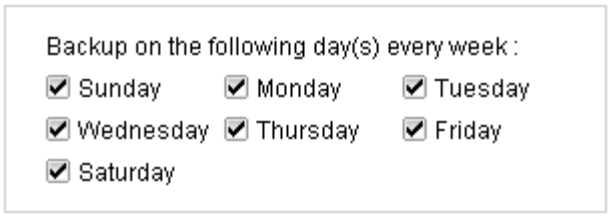
If you want to remove any of the file extension filter, select it and then press the 'Remove' button. Once you are done creating the filter, click on the 'OK' button to go back to the 'Advanced Backup Source' window.

3.2.7 Backup Schedule button

The 'Backup Schedule' button, , allows you to set the date and time when the backup process should run automatically:



If you want to carry out a scheduled backup, make sure that the 'Run scheduled backup on this computer' checkbox is ticked. The section below that allows you to identify the days of the week which the scheduled backup should run:



You can select any combination of days; it can be a single day, multiple days or every single day in a week.

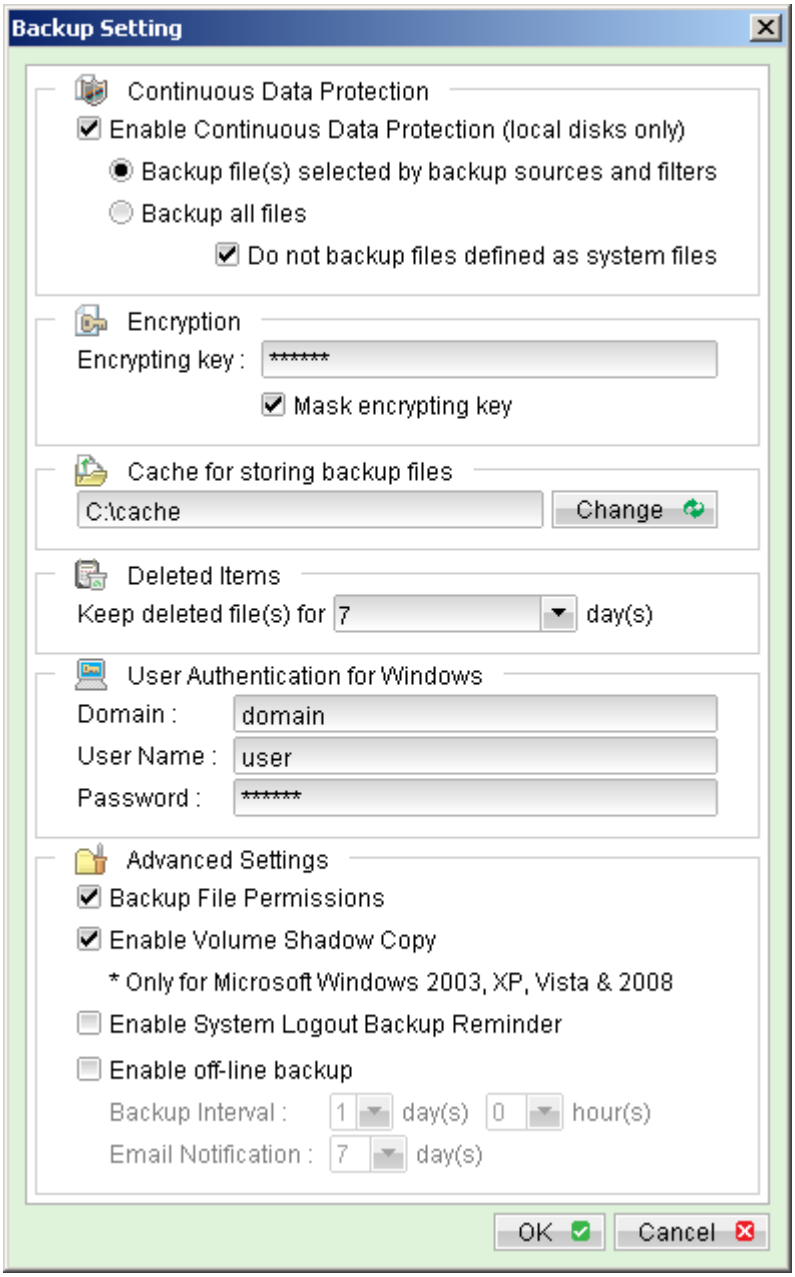
The next section lets you state the time of the day that the backup should take place ('Start'):

Please note that the time is stated in the 24-hour format, i.e. 13:00 is 1:00pm, 20:00 is 8:00pm. You are also allowed to specify when the backup should stop ('Stop'). Ideally, it should only stop when all the files and folders identified have been backed up ('on completion'). However, there may be a need to end the backup process after certain number of hours. For this instance, state the total number of hours the backup process should run before it is stopped:

The maximum number of hours you can set is 24 while the minimum is only 1 hour. Once you are done setting the schedule, press the 'OK' button to exit.

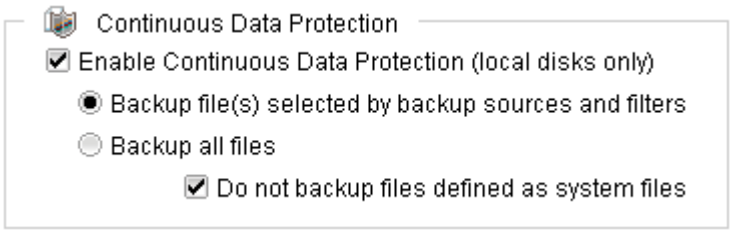
3.2.8 Backup Setting button

The Backup Setting button, , allows you to configure awanbee™ Lite:



3.2.8.1 Continuous Data Protection

The first section, 'Continuous Data Protection' (CDP), gives you the option of backing up your files automatically every time there is a change made to it.


Continuous Data Protection
Enable Continuous Data Protection (local disks only)
Backup file(s) selected by backup sources and filters
Backup all files
Do not backup files defined as system files

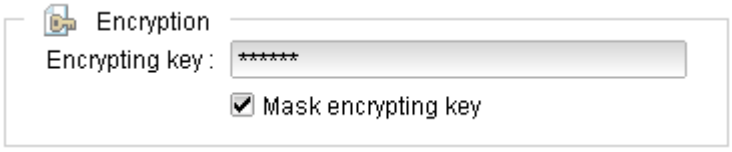
While the CDP is a useful feature, please note that it requires quite a bit of memory and CPU resources – it may impact the performance of your computer.

Enable CDP by clicking on the checkbox next to 'Continuous Data Protection'. You have two options in terms of the files that will be backed up by the CDP:

- Only backup files that have been selected via the 'Backup Source' option and filters
- Backup all files - this option backs up your files even though they have not been identified in the 'Backup Source' option or via the filters; as such, any file that you make changes to will be backed up automatically by the awanbee™ Lite client. The awanbee™ Lite client manages to do this by tracking all the changes that takes place on your local drive. When selecting this option, you have the option to ignore backing up system-related files ('Do not backup files defined as system files')

3.2.8.2 Encryption

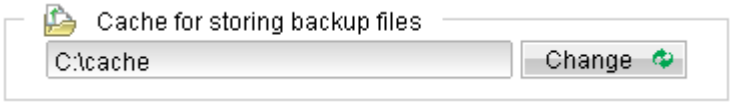
The following section, Encryption, allows you to viewthe key used in the encryption algorithm:



Before your files and folders are transferred to the awanbee™ Data Protection Server, they are compressed and encrypted. This will ensure the data that is transmitted from your computer over the cloud to the awanbee™ Data Protection server, almost unreadable by anyone who is monitoring your network. The encrypting key is also used to decrypt the data during the Restore process. The key is equal to the password used to login to the awanbee™ Data Protection Server.

3.2.8.3 Cache for storing backup files

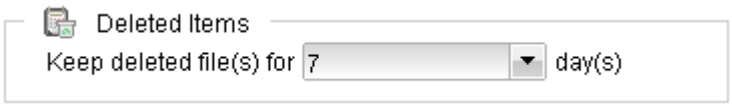
This section allows you to identify the location in your computer where awanbee™ Lite will store its temporary files.



Ensure that the drive chosen has sufficient space, i.e. at least 200MB. awanbee™ Lite will use the cache to store, temporarily, the files that are to be compressed, encrypted, etc.

3.2.8.4 Deleted Items

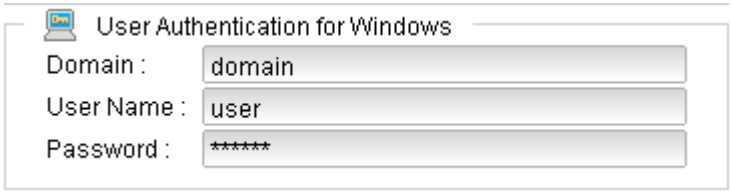
Files and folders that have been backed up to the awanbee™ Data Protection Server but later deleted by you on your computer can be retained for a certain number of days on the awanbee™ Data Protection Server. As such, this awanbee™ Lite feature provides you an avenue to retrieve files that have been deleted from your computer.



You can retain the deleted files for between 1 to 14 days. After this period, the files will be deleted from the awanbee™ Data Protection Server and you will not be able to retrieve it any longer.

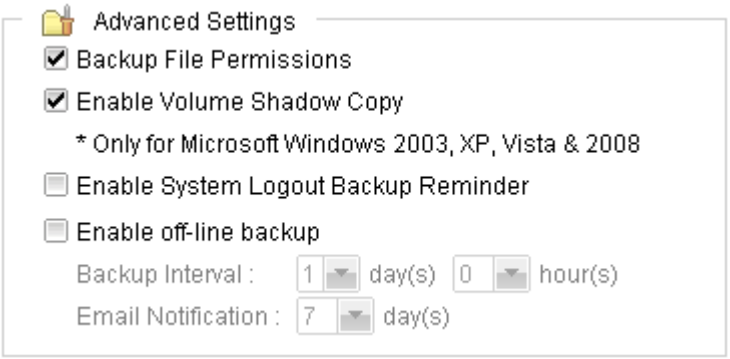
3.2.8.5 User Authentication for Windows

This section allows you change your Windows login details. By default this information is already captured by the awanbee™ Lite client during the installation process:



3.2.8.6 Advanced Settings

In this section you will be allowed to enable/disable a number of advanced features:

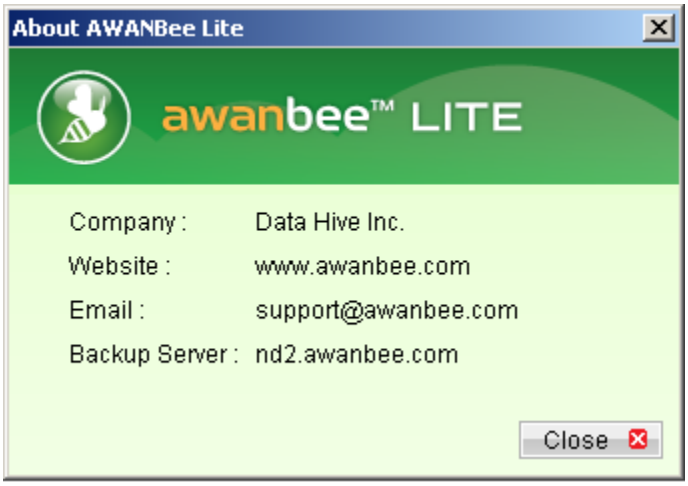


- When the 'Backup File Permission' feature is enabled, files are not only backed up but the permissions attached to each one is also captured and stored in the awanbee™ Data Protection Server.
- With the 'Enable Volume Shadow Copy' feature enabled, the awanbee™ Lite client will make use of Microsoft's Volume Shadow Copy Service (VSS) in order to backup files that are open. When it is disabled, awanbee™ Lite client will give you the following error when attempting to backup an open file: "The process cannot access the file because another process has locked a portion of the file". This feature is available only in the following Microsoft Operating Systems: XP, 2003, Vista and 2008.

- The “Enable System Logout Backup Reminder” feature, when enabled, will give you a reminder message to backup whenever you shutdown or log out from Windows.
- The ‘Enable off-line backup’ feature is a useful one for users who are not connected to the Internet at all times for the scheduled backup to the awanbee™ Data Protection Server. For example, if you are using a Notebook and do not have access to a Internet connection for a number of days, your scheduled daily backup will not be able to run. When this feature is enabled, the next time your Notebook is connected to the Internet, the backup will start automatically. The ‘Backup Interval’ lets you to define the duration before the backup starts when the Internet connection becomes available. The ‘Email Notification’ feature lets you set the number of days since the previous backup before the awanbee™ Data Protection Server sends you an email reminder to back up.

3.2.9 About button

The About button, , provides information on the awanbee™ Lite client software that you are using. You will find, among others, the release version, email address for Support, our website address and the name of the awanbee™ Data Protection Server that the awanbee™ Lite client is connected to.



4. Additional information

For additional information, check out our FAQ and blog at www.awanbee.com/ Lite . If you have any questions, suggestions or feedback, please feel free to contact us at support@awanbee.com.